

FOI REF: 23/077

12th May 2023

Tel: 0300 131 4500
Website: www.esht.nhs.uk

FREEDOM OF INFORMATION ACT

I am responding to your request for information under the Freedom of Information Act. The answers to your specific questions are as follows:

1. **Contact Centre – target to organisations we know have a CC**

- a. **Do you have a customer/ citizen facing contact centre? If not please skip these questions.**

[We have an appointment booking centre which has telephone or online patient contact only.](#)

- b. **Do you employ and manage your own agents, or do you outsource to a third party? If you outsource who to?**

[All staff in the above appointments booking centre are employed by ESHT.](#)

- c. **How many contact centre agents do you have?**

[The team in the appointments booking centre are Booking Clerks which includes many duties of which one is being on a rota for answering telephone calls.](#)

- d. **Do agents work from home? Or just your offices?**

[Our agents work on the hospital site when answering patient calls via the main appointments centre telephone number.](#)

- e. **Please confirm the manufacturer of your contact centre system(s) that are currently in place?**

[Alcatel.](#)

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f. **When is your contract renewal date?**

29th February 2024.

g. **Who maintains your contact centre system(s)?**

NTT

2. CRM

a. **Do you use a CRM in the contact centre? What platform is used?**

No.

b. **Do you use the same CRM for the rest of the organisation? What platform is used?**

The Trust use our PAS system to see when a patient was last viewed and by who.

c. **Do you use a knowledge base / knowledge management platform? What platform is used?**

No.

3. AI & Automation

a. **Does your organisation have a customer or citizen facing chatbot? If so, who provides this chatbot technology?**

No.

b. **Does your organisation utilise RPA technology? If so which RPA technology provider do you use?**

No.

If I can be of any further assistance, please do not hesitate to contact me.

Should you be dissatisfied with the Trust's response to your request, you have the right to request an internal review. Please write to the Freedom of Information Department (esh-tr.foi@nhs.net), quoting the above reference, within 40 working days. The Trust is not obliged to accept an internal review after this date.

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Should you still be dissatisfied with your FOI request, you have the right of complaint to the Information Commissioner at the following address:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Telephone: 0303 123 1113

Yours sincerely

Linda Thornhill (Mrs)
Corporate Governance Manager
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